



COURSE ASSURANCE POLICY

Approving Authority	Council	Approval Date of Last Revision	6 May 2019
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Effective Date	24 May 2018	Review Date*	24 May 2021
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Policy Category	Operational		
Governing Authority	Academic Board		
Responsible Officer	General Manager		
Related Documents	Business Continuity Plan Tuition Protection Plan Statement of Tuition Assurance Risk Management Policy (and related Procedure) Course Development, Approval, Review and Withdrawal Policy (and related Procedure) Admission Policy (and related Procedure) Academic Progress, Enrolment and Withdrawal Policy Enrolment and Withdrawal Procedure Fees and Refunds Policy (and related Procedure) International Students Policy (and related Procedure) Student Grievances, Complaints and Appeals and Policy (and related Procedure) Higher Education Support Act 2003 Higher Education Provider Guidelines 2012 Higher Education Standards Framework (Threshold Standards) 2015 (TEQSA Act 2011) Education Services for Overseas Students Act 2000 (ESOS Act)		

* Unless otherwise indicated, this Policy will still apply beyond the review date.

Document Control

Version #	Date	Key changes
1.0	24/05/2018	Approved by Council
1.0a	6/05/2019	Format updated

1. PURPOSE

1.1 The Course Assurance Policy outlines how Adelaide Institute of Higher Education (AIHE) will mitigate disadvantage to students who are unable to progress in a course of study due to unexpected or planned changes in AIHE's operations.

2. SCOPE

2.1 The Course Assurance Policy applies to enrolled domestic and international AIHE students and prospective students who have accepted a place at AIHE.

3. POLICY STATEMENT

3.1 AIHE endeavours to deliver quality education throughout the students' enrolment period. AIHE will have a credible business continuity plan and adequately resourced financial and tuition safeguards to mitigate disadvantage to students who are unable to progress in a course of study due to unexpected or planned changes to AIHE's operations, including if AIHE is unable to provide a course of study, ceases to operate as a higher education provider, loses professional accreditation for a course of study or is otherwise not able to offer a course of study.

4. POLICY PRINCIPLES

4.1 AIHE will have a Business Continuity Plan to coordinate recovery of critical business functions in the event of a primary facilities disruption or disaster to minimise disruption to the delivery of teaching and learning to students.

4.2 AIHE will have a Tuition Protection Plan and a Statement of Tuition Assurance for international and domestic students respectively that:

- contain the policy and procedures to ensure all eligible students are protected if AIHE is unable to provide a course of study or ceases to operate; and
- meet the legislative requirements to mitigate disadvantage to students who are unable to progress in a course of study due to unexpected changes to AIHE's operations.

4.2.1 AIHE will publish the Tuition Protection Plan and the Statement of Tuition Assurance on its website.

4.2.2 Each enrolling student will be provided with clear information about AIHE's general financial and tuition safeguards and how to access them.

4.3 AIHE has the power to discontinue or terminate a course through consultation with staff and students in certain circumstances as set out in the Course Development, Approval, Review and Withdrawal Policy.

4.3.1 In the event that AIHE ceases to provide a course of study in which a student is enrolled, the safeguards and options available to the student will be provided in the Tuition Protection Plan and the Statement of Tuition Assurance.

4.4 Procedures for the implementation of this Policy are primarily provided in the Tuition Protection Plan and the Statement of Tuition Assurance, as well as the: Risk Management Procedure; Course Development, Approval, Review and Withdrawal Procedure; Admission Procedure; International Students Procedure; and Fees and Refunds Procedure.

5. COMPLAINTS AND APPEALS

5.1 Students dissatisfied with outcomes under this Policy have access to the appeals process outlined in the Student Grievance, Complaints and Appeals Policy.

6. ROLES AND RESPONSIBILITIES

6.1 Council is responsible for:

- developing and monitoring AIHE's Business Continuity Plan;
- ensuring there are general financial and tuition safeguards in place to mitigate disadvantage to students who are unable to progress in a course of study due to unexpected changes to AIHE's operations; and that these safeguards are adequately resourced;
- approving the Tuition Protection Plan and the Statement of Tuition Assurance, and the budget and resources to implement them; and
- monitoring AIHE's compliance with legislative requirements for course assurance.

6.2 The General Manager is responsible for:

- periodically reviewing the adequacy and appropriateness of AIHE's Business Continuity Plan;
- developing and implementing the Tuition Protection Plan and Statement of Tuition Assurance;
- monitoring any changes to legislative requirements for course assurance, and making recommendations to Council when revisions are required to AIHE policies and procedures to enable AIHE to comply with these requirements; and
- ensuring information about course assurance is published on the AIHE website for all students to access.

7. DEFINITIONS

7.1 See the AIHE Glossary of Terms for definitions.